TrainingFinder Real-Time Affiliate Integrated Network (TRAIN) User Handbook

Version 3.3 (8/15/08)
Public Health Foundation

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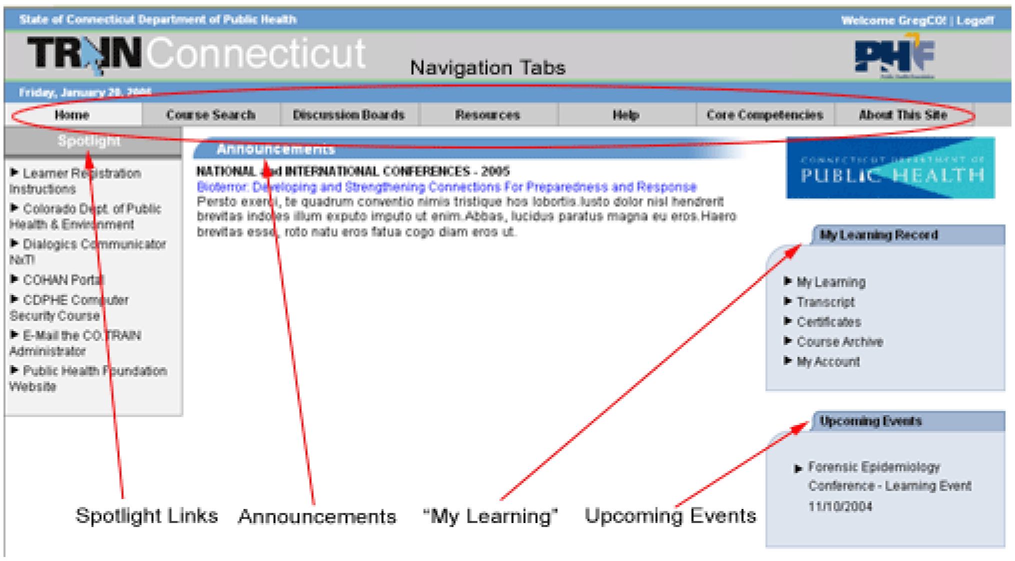
About This Handbook

This Public Health Foundation (PHF) handbook is intended for all general users of TRAIN. This document covers all basic information needed to effectively use TRAIN and manage your online learning. If you have any questions regarding the contents of this document, or if this document does not answer any additional questions you might have, contact your state TRAIN Administrator, PHF, or KMi (see “Getting Support” for contact information).

New material for the 3.2 release of the handbook is located on pages:

- **17 (Approval Codes)**

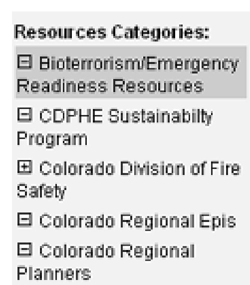
Getting Around TRAIN



As the illustration above shows, navigating through your TRAIN website is simple and straightforward. The **Navigation Tabs** appears on virtually every page throughout the site and allows for consistent and easy access of the major areas.

List Menus

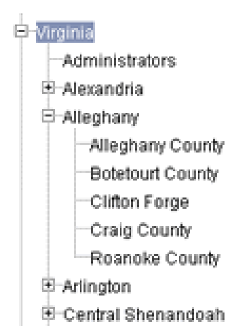
On various pages throughout the site, you will encounter left hand side menus. The plus sign (+) to the left of a list item indicates that it is an upper level category; clicking it will reveal subcategories beneath. The minus sign (-) indicates that there are no subcategories.



Administrative List Menu

Understanding Groups

The key to understanding TRAIN is understanding the simple group structure that controls membership. Everyone enrolled in TRAIN belongs to at least one group. With each group membership comes access to different resources including Announcements, Discussion Boards, Resources, and Courses as assigned by an administrator.

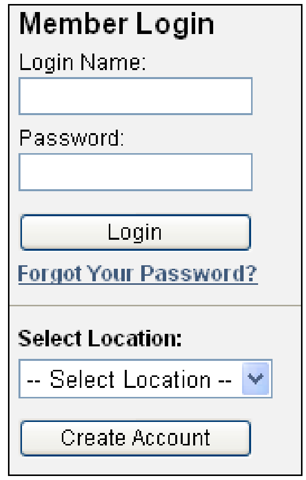


Group Structure

The group structure illustrated to the right shows three levels, with regions and counties below the state. A user enrolled in Craig County, for example, will be able to see announcements for Craig County, the Alleghany region, and Virginia. That same user would not be able to see announcements for other counties or regions.

Basic Information about Your Account

How to Create Your Own Account



Creating a New Account

1. Go to your TRAIN site.
2. Click on **Create Account**, which appears underneath the login box on the left hand side of the page.
3. You will first need to agree to the TRAIN policies. Each policy is an active link that leads to more information detailing the specific policy. You must agree with these policies before you may proceed with registration.
4. Fill out all the necessary information on the subsequent pages. Required fields are indicated with a red asterisk (*). Do not hit the **Back** button at any time during the registration process.
5. Answer the secret question at the bottom of the page with an easily-recallable, one-word answer. In the event that you forget your password, **you will be asked to answer this question** as a security measure during the password retrieval process. Please take this step seriously. Click **Next** when finished.
6. If you would like to get e-mail updates about TRAIN in the future, click the **Notification** checkbox.
7. If you are registering on the National site, you will first be asked to choose which state you are located in.
8. On the resulting page, you will be asked to select the state Group that you belong to. Each Grouping structure is different from state to state. If you have any questions about which group you should select, contact your state TRAIN Administrator. You can always update and change your group assignment at a later date.
    a. If you select multiple groups of the same category, you will have to choose which group is your primary group. This choice will be presented automatically upon login or account creation. The system is designed to provide only the necessary groups for primary selection. If you have questions about which group is your primary groups, please contact you state administrator; primary group information can be changed at any time.
9. On the resulting page, you will be asked to provide your location, job role and additional professional information. Please select up to 3 professional roles that best match your job description. Some roles may require you to select a specialization from the adjacent drop down menu. If you select **Other**, please type your specialization in the space provided. Click **Next** when finished.

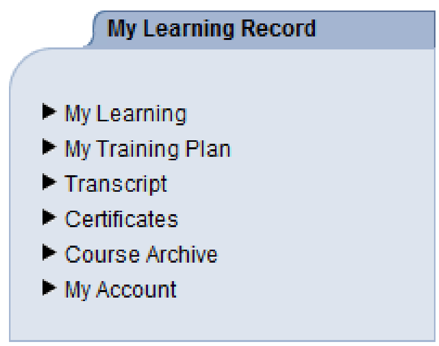
a. If you select multiple professional roles of the same category, you will have to choose which professional role is your primary role. This choice will be presented automatically upon login or account creation. The system is designed to provide only the necessary professional roles for primary selection. If you have questions about which role is your primary professional role, please contact you state administrator; primary professional role information can be changed at any time.

10. On the resulting page, please select the 3 settings that best fit your work environment. Click **Next** when finished.
11. On the resulting page, additional demographic information will be requested. This information is **not** required for registration. Click **Continue** to finish registering for TRAIN. You are now free to enter the site.

Note: Some states may require additional information to be entered during the registration process. If you have any questions about registration information that is not covered here, please contact your state TRAIN Administrator.

"My Learning Record"

1. Your personal course registrations, certificates, and general TRAIN history are all managed through the **My Learning Record** interface.
2. Your **My Learning Record** contains the following links: My Learning, My Training Plan, Transcript, Certificates, Course Archives, My Account.
3. To access any of these categories, simply click the category name.

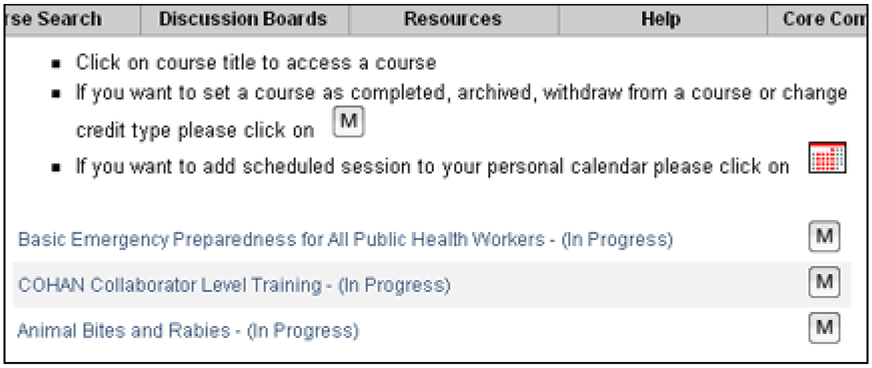


The **My Learning Record** Tab

"My Learning"

Your **My Learning** contains all of your active Course Registrations. Each Course Registration will be displayed by:

1. The **Name** of the Course.
2. The **Status** of the Course.
3. A **Management** link for the course.



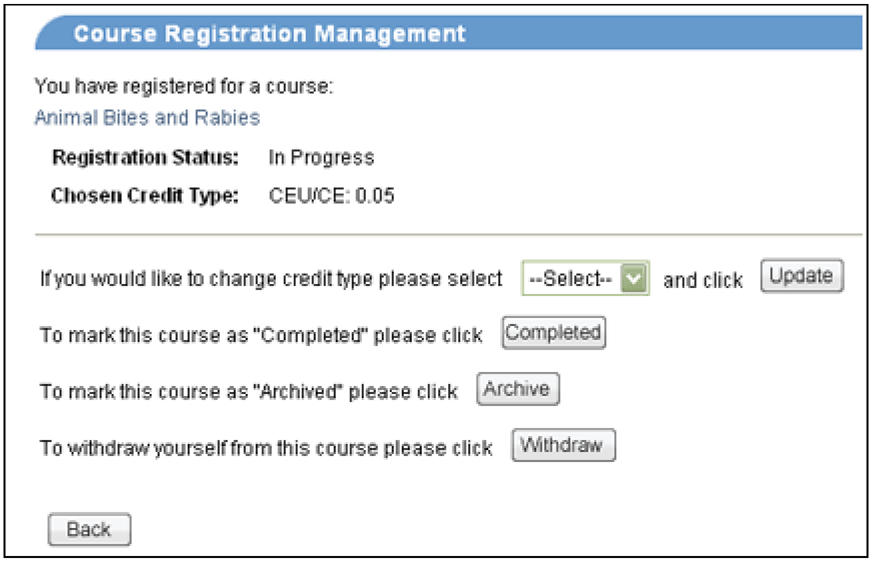
The Status of each course in My Learning depends on a number of factors. For example, a course might require you to get approval for a course or take a Pre-Assessment. In either of these cases your **Status** will be **Approval Pending** or **Pre-Assessment Pending**, respectively. Once you have met any registration requirements and have been placed into the Class Roster, your course **Status** will be **In Progress** until the course has been completed.

From the **My Learning** screen you are also able to add Course Session information to your Personal Calendar by clicking the Calendar Icon next to the Course Name.

Note: Not all states have the Personal Calendar feature. Contact your state TRAIN Administrator for more information.

The **Management** link allows you to update your progress for each course in your My Learning. To manage a particular course, simply click the **M** icon to the right of the Course Name. The Course Registration Management screen allows you to:

1. View your Registration Status.
2. View, and update if necessary, your selected Credit Type.
    a. In order to change your Credit Type, simply select the credit type you wish to apply to the course from the Credit Type dropdown, and click **Update**.
3. Mark your course as **Completed**.
    a. Simply click the **Completed** button to complete your course. This will move the course into your Transcript where a Course Provider will be able to Verify your completion.
4. Move the course into your **Archive**.
    a. Simply click the **Archive** button to move the course into your Archives.
5. Withdraw from the course.
    a. Simply click the **Withdraw** button to withdraw from the course. Remember to do this any time you are not able to attend a course, as there could be waitlisted users who could then attend.



Course Registration Management

“My Training Plan”

The My Training Plan section contains all of your Training Plans. A Training Plan is a group of courses that have been identified by an administrator – you must complete all courses in order to complete the Training Plan.

Training Plans can be assigned to you directly by an Administrator or you can sign up for a Training Plan through the Course Search.


My Training Plan

= Added Manually = Added By Administrator = Manage course registration

Tip: To sort by any column, click the column heading. Or use default order

Tip: You must register for each course within the training plan by clicking on the title.

		Course Title	Format	Target Completion	Status	Completion date
Remove		**PHF New Hire Training**	Training Plan	Set		
		PHF 101				
		_PHF Demonstration Course **(required)**	Web-based Training - Self-study	-	Not Started	
		Advanced PHF Knowledge				
		_Advanced Test Course **(required)**	Web-based Training - Facilitated	-	Completed	5/21/2007
		WVBPH SNS Preparedness Training Plan	Training Plan	Set		
		Required SNS Courses				
		The Strategic National Stockpile **(required)**	Webstream/Archived Webcast	-	Not Started	
		The Strategic National Stockpile Program **(required)**	Webstream/Archived Webcast	-	Not Started	
		Working In a POD **(required)**	Web-based Training - Self-study	-	Not Started	

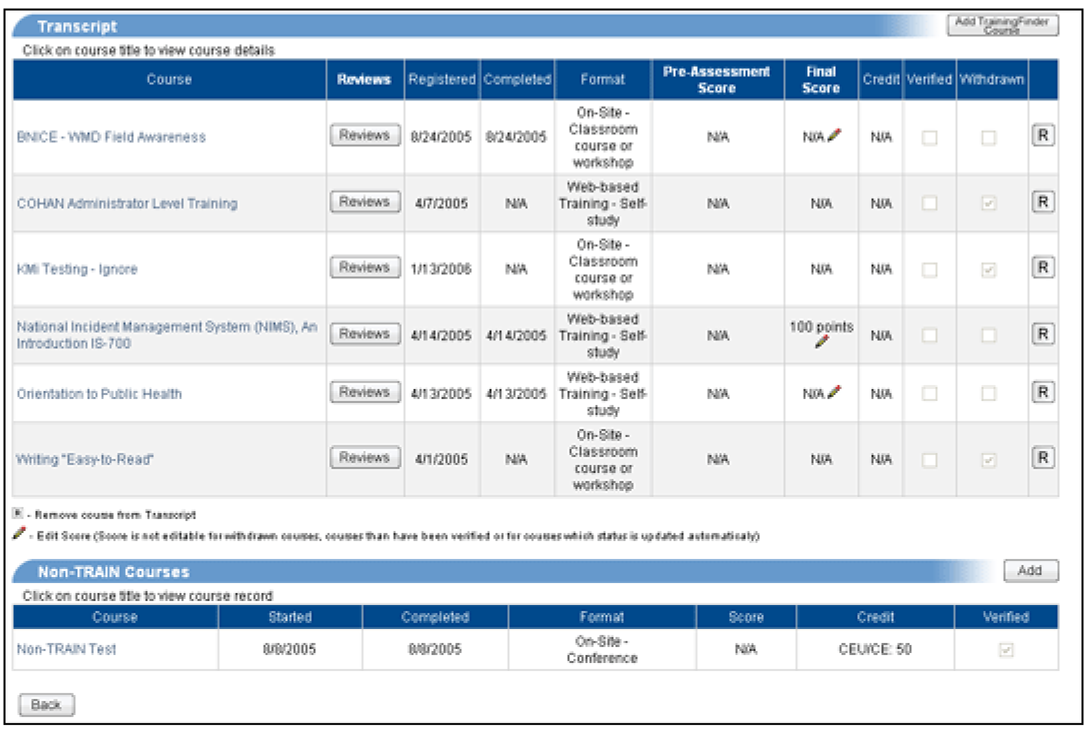
Back

The graphic above illustrates:

1. Training Plans you have added to your own account through the Course Search are identified by the “person” graphic. You can remove these plans from your list at any time.
2. Training Plans added to your account by an Administrator are identified by the “person with an ‘A’” graphic. These plans can NOT be removed from your account and you must complete the Training Plan by the Target Completion Date to receive credit.
3. The Target Completion Date can be set or edited **unless** it has been established by an administrator.
4. You must still open and register for each individual course (by clicking the course name) to continue through the plan. Having a Training Plan assigned to your account does **not** automatically register you for each course.
5. Training Plan Administrators are able to monitor your progress through the plan – be sure to meet your Target Completion dates!

“Transcript”

The Transcript contains all of your Registered Course Records, as well as any Non-TRAIN Courses that you wish to enter into your account.



For each TRAIN Course in your Transcript you are given the following information:

1. **Course Name**
    a. Click the Course Name to view the Course Information page

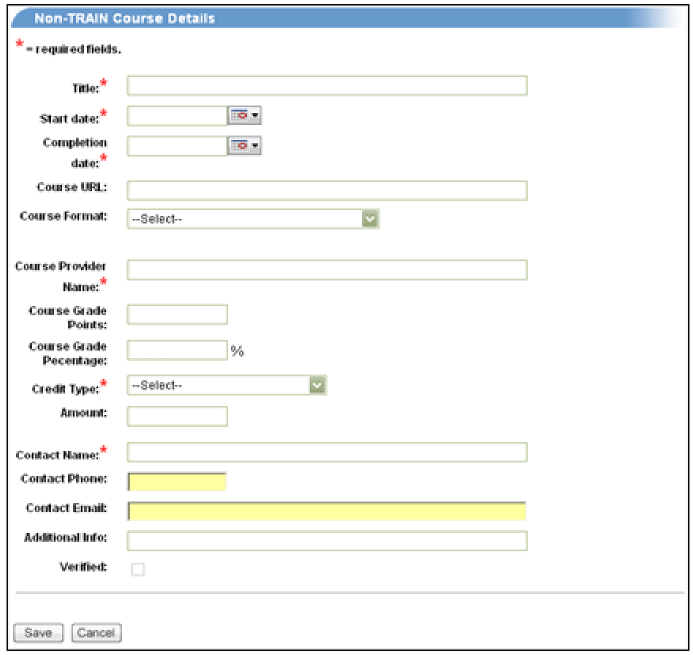
    b. If any Accreditations have been assigned to the course, they will be displayed here as well.

2. **Reviews**
    a. Click the **Reviews** button to enter a review and read other reviews.
3. **Registered**
    a. This is the date you registered for the course.
4. **Completed**
    a. This is the date you completed the course.
5. **Format**
    a. This is the format in which the course was presented.
6. **Pre-Assessment Score**
    a. If the course required you to take a Pre-Assessment, your score will be displayed here.
    b. To review your Pre-Assessment answers, click the **Status** link (Passed, Failed, or Pending).
7. **Final Score –or– Post-Assessment Score**
    a. If the course required you to take a Post-Assessment, your score will be displayed here.
    b. To review your Post-Assessment answers, click the **Status** link (Passed, Failed, or Pending).
8. **Credit**
    a. A Course Provider or Manager must verify your attendance once you have marked your course as completed. Once your attendance has been verified, the checkbox will be **Checked**.
9. **Withdrawn**
    a. If you have Withdrawn from a course, it will still be displayed in your Transcript with a **Checked** checkbox in the Withdrawn column, and N/A for the Completion date.

Adding Non-TRAIN Courses

TRAIN allows you to enter course information on courses that you might have completed outside of TRAIN in order to help you better manage and keep track of your complete learning record. In order to add a Non-TRAIN course to your Transcript:

1. Click the **Add** button to the right of the Non-TRAIN Courses header.
2. On the resulting page, fill in each field – remember, fields marked with a red asterisk (*) are **required**.
3. When you have finished entering the course information, click **Save**.
4. The course will now be displayed in your transcript under **Non-TRAIN Courses**.
5. Non-TRAIN courses must still be verified by an Administrator. Once an Administrator has verified the information, you will not be able to make changes to the entry.



Non-TRAIN Course Information

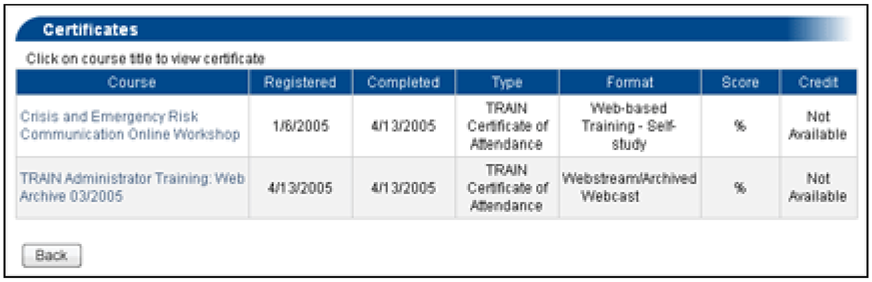
Adding TRAIN Courses you Have Already Completed

If there is a course within TRAIN that you have completed you are able to add the course to your Transcript without having to register for and re-take the course through TRAIN. In order to add a TRAIN course to your Transcript:

1. Click the **Add TrainingFinder Course** button to the right of the **Transcript** header.
2. Select the Course Name from the list of courses in the **TrainingFinder Course** dropdown and click **Next**.
3. Enter your **Completion Date** and your **Completion Score** (if applicable) in either points or percentage.
4. Click **Finish**.
5. The course will now be displayed in your Transcript along with any other TRAIN Courses you have registered for; however, it must also be verified by an Administrator.

"Certificates"

Some courses on TRAIN offer Certificates upon completion or verified completion of the course. Any certificate you earn through TRAIN will be stored in your Certificates page. Certificates have now been adjusted to include two different types, automatic and manual. Automatic certificates will appear on your certificate page as soon as the course is completed. Manual certificates will not appear on your certificate page until after the appropriate TRAIN administrator has verified your completion of the course. If you have any questions about what kind of certificate any given course might have, please contact the course provider or listed course contact.



To view a certificate, simply click the Course Title. The Certificates list also provides you with the following course information:

1. **Registered**: the day you registered for the course
2. **Completed**: the day you completed the course.
3. **Type**: the type of certificate earned.
4. **Format**: the format in which the course was presented.
5. **Score**: your score, if applicable.
6. **Credit**: any earned credits by completing the course.

"Course Archive"

Your Course Archives is a repository for any courses that you have chosen to stop taking or courses that you have requested registration for and had your registration request declined.

If you wish to re-activate any course you have chosen to archive, simply click the **Resume** button and it will be moved back into your My Learning.

"My Account"

All of your personal account information is accessible through your My Account pages. You are able to modify and update your account settings at any time.

Updating your Personal Information:

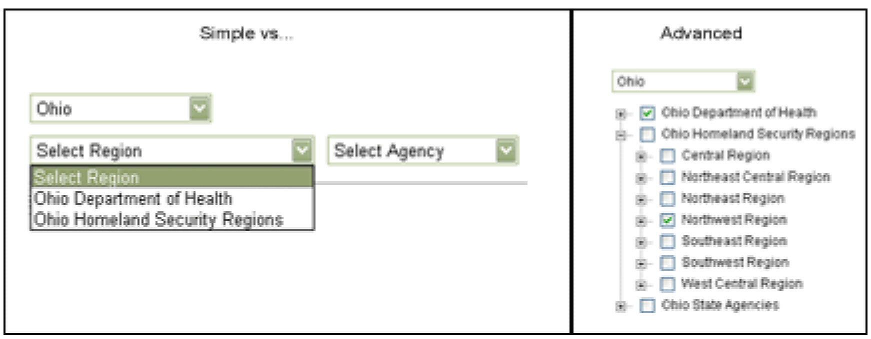
1. Click **My Account**.
2. You will be presented with your My Account information, with your personal information being contained on the **Details** tab.
3. Edit or update any text field. Here is also where you are able to modify or update your password questions and answers, as well as subscribe and unsubscribe to the Site Updates e-mail.

4. When you have finished your changes, click **Save**.

Updating your Group Assignment:

If at any point you need to change your group assignment, or add additional group assignments, simply:

1. Click **My Account**.
2. Click the **Groups** tab.
3. Your current grouping assignment will be displayed in **bold**. To edit your assignment (for example, you have moved, change positions, etc.) click the **Edit** button at the top of the page.
4. TRAIN will guide you through the process of selecting your new group assignment. The first step is to select your state. Once your state is chosen, click **Next** and TRAIN will then allow you to select from the state groups in either Simple or Advanced mode.
5. In **Simple** mode select an option from each presented drop-down menu. Some drop-down lists will require you to make a selection, while others will allow you to continue without making a selection. **Do not** place yourself into group where you do not belong. Make your group selections carefully.



6. In **Advanced** mode use the Grouping Tree to view your state's grouping structure. Click any '+' icon to open a grouping level to view the subgroups of that level. Place a check in the checkbox of any group to be assigned to that group.
   a. If you select multiple groups of the same category, you will have to choose which group is your primary group. This choice will be presented automatically upon login or account creation. The system is designed to provide only the necessary groups for primary selection. If you have questions about which groups is your primary group, please contact you state administrator; primary group information can be changed at any time.
7. Click **Next** to continue.
8. **MRC as an Affiliate**: The Medical Reserve Corps has joined the TRAIN community as a national affiliate. Members of the Medical Reserve Corps can belong to a State-Affiliate TRAIN site as well as the MRC TRAIN site (www.mrc.train.org). TRAIN will now ask you if you are a member of the Medical Reserve Corps. If so, check "Yes" and TRAIN will present a list of approved units within your state. Select the appropriate unit and click **Next** to continue.
   a. **If you are not a member of the MRC leave "No" selected and choose next**.

b. **If you are editing your MRC account this page will instead ask you if you also belong to a State Affiliate. If so choose "Yes" and TRAIN will guide you through the process of selecting a state-group.**

c. **If you do not see your MRC Unit within the drop-down list you will need to contact the head of MRC-TRAIN in order to get it approved. The head of MRC-TRAIN is Sam Schaffzin (Samuel.Schaffzin@hhs.gov).**

9. The final step in editing your groups is to click **Finish and Save**. You can also click **Back** to make changes to your selection or click **Cancel** to cancel all of your selections.

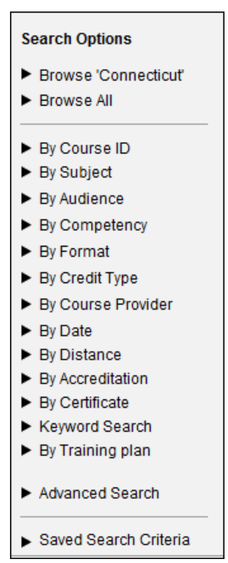
Updating your "My Profile"

If, at any point in time, you wish to add, modify or remove certain aspects of your user profile, simply:

1. Click **My Accoun**t.
2. Click the **My Profile** tab.
3. By default, you will be presented with the list of **Professional Role** attributes. To select another list of user attributes (including Work Settings and Demographic information), simply select the category from the User Attributes Category drop-down menu. The screen will refresh automatically.
   a. If you select multiple professional roles of the same category, you will have to choose which professional role is your primary role. This choice will be presented automatically upon login or account creation. The system is designed to provide only the necessary professional roles for primary selection. If you have questions about which role is your primary professional role, please contact you state administrator; primary professional role information can be changed at any time.
4. Make any updates or changes needed, and click **Save and Back** to finalize your changes.

How to Search for Courses

1. Click on the **Course Search** tab, located in the **Navigation Tab** bar.
2. On the resulting page, select the appropriate criteria for your search from the menu that appears on the left hand side of the page, or select **Search** or **Browse** by clicking the appropriate icon in the body of the page.
3. Next, either select your search variables from the list or enter your search query in the field provided. You may select multiple variables by holding down the Control key while making your selection.



Search Options List Menu

4. Depending on the search option chosen, you will be asked to input various forms of search criteria. Once you have entered your search criteria, click **Search** and the screen will refresh with the search results

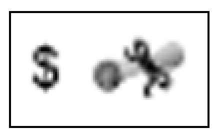
   Note: If you belong to more than one state grouping, the "Browse My State" option will display courses belonging to all of your state groups.

How to Save Search Criteria

1. If you would like to save your search criteria in order to easily run the same search at a later date, simply click the **Save Criteria** button located next to the **Search** button at the bottom of various search option screens or at the top or bottom of the search results page.
2. You will then be prompted to give your search a name, and decide if you would like to be notified via e-mail when new courses that match your search criteria are entered into TRAIN.
3. To access your saved searches, simply click the **Saved Search Criteria** link at the bottom of the Search Options list.
4. To run the search again, click the name of the search criteria.
5. To edit the search criteria – which includes changing the name and the e-mail notification features – simply click the pencil icon next to the search name. Adjust the form as necessary, and click the disc icon to save your changes. Or click the strike-through pencil icon to cancel your changes.
6. To delete a search, simply click the blue 'x' icon next to search

   Note: "Advanced Search" allows you to combine several criteria in one search. For your convenience, you can also save sets of criteria for future searches by clicking the appropriate button on the "Advanced Search" page.

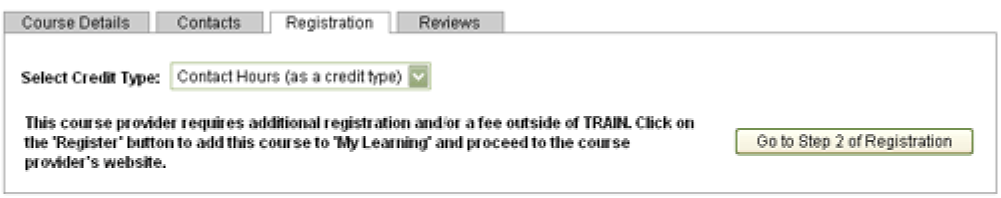
How to Register for a Course



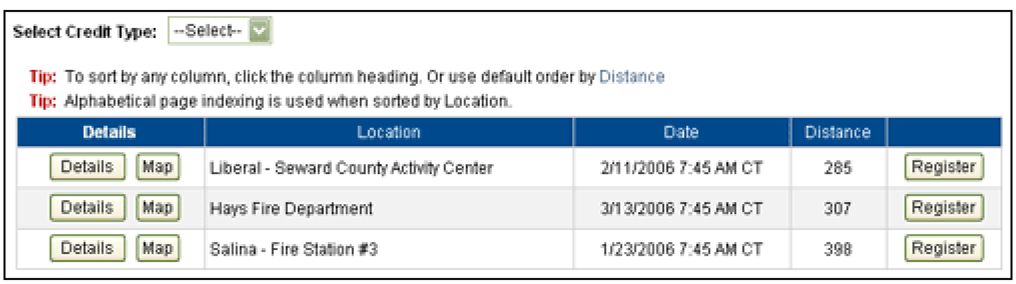
"Cost Associated" and "Credit Offered" Icons

1. Log on to your TRAIN site.
2. Locate your desired course either by using the method outlined in **How to Search for Courses** or by clicking on **Course Search**, followed by **Browse All** to look through the list of courses.
3. Each course displayed on the Course List page will provide the following information: the Title, the Course Provider who is offering the course, the Format in which the course is offered, any Reviews that have been entered by other users who have taken the course, and two icons that designate if the course has an associated cost and if any credit is offered upon course completion.

4. To get more information on any course displayed in the course list, simply click the **Title** of the course.
5. The Course Details screen will present you with four tabs: Course Details, Contacts, Registration, and Reviews.
6. **Course Details**: this tab will display all of the basic information about the course, including format, cost, description, target audience, skill level, and more.
7. **Contacts:** this tab will display Course Contact information. If you have any questions pertaining to the course, you will be provided with the name, phone, and e-mail of who best to contact in order to get your questions answered.
8. **Registration:** Depending on the course, you may be allowed to immediately register for or launch the course. However, it may be necessary to wait for approval from the course provider or administrator, or there may be payment or a supplemental registration procedure. In the event a course requires an additional step prior to completing registration, information about the requirement will be given on the registration tab and the **Register/Launch** button will be replaced by a **Go to step 2 of Registration** button (see example below). Clicking the **Step 2** button will guide you through any remaining requirements.



Courses may also have a number of **Sessions**. A **Session** is an offering of the course in its entirety.



Details	Location	Date	Distance	
Details Map	Liberal - Seward County Activity Center	2/11/2006 7:45 AM CT	285	Register
Details Map	Hays Fire Department	3/13/2006 7:45 AM CT	307	Register
Details Map	Salina - Fire Station #3	1/23/2006 7:45 AM CT	398	Register

In order to view the details of a particular session, simply click the **Details** button for the session. You will be presented with all information available for the session, including the seats available, the registration deadline, days the session takes place (i.e. a 'schedule') as well time and location of each schedule. Click **Back** to return to the Course Registration Tab

In order to register for a particular session, simply click the **Register** button for the desired session (or the **Step 2** button where required).

Waitlist Registration

Some courses on TRAIN offer Waitlist registration after the session has reached maximum capacity. To add yourself to the waitlist of a full session, simply click the **Add to Waitlist** button. The course will be added to your My Learning. If a seat opens up, everyone on the waitlist will be notified via e-mail. At that point you should go to the Course Management screen and register for the available seat, if it is still available. You will NOT be automatically enrolled.

Approval Codes

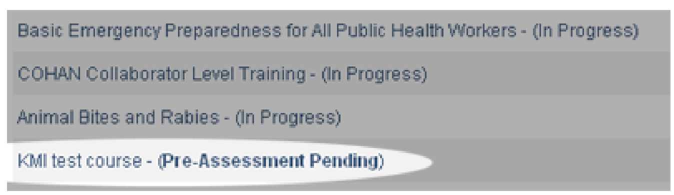
Some courses will require that an approval code be entered before registering for the course. The field for this information will appear under the **Registration** tab. If the course requires an approval code, but you do not have the code, you will then need to contact the listed course contact, the course provider or your state administrator.

Registration codes will also be required when adding your name to a course waitlist.

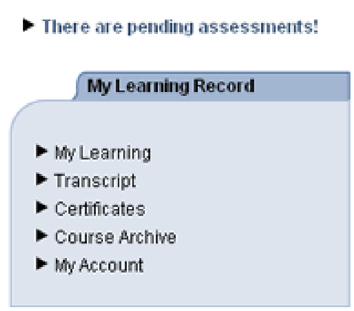
How to Take Assessments and Evaluations

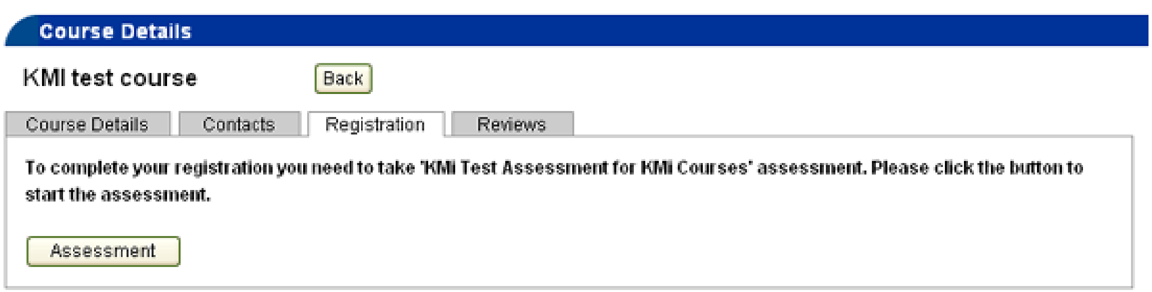
Taking Assessments

1. **Pre-Assessments:** Assessments are always mandatory. Therefore, when you register for a course that has a pre-assessment, you must complete the assessment before you are considered registered and **In Progress**.
2. There are a number of locations where you will be instructed to complete the Pre-Assessment:

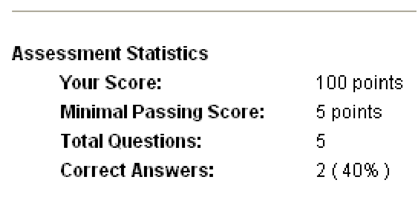


   a. On the course **Registration** tab.
   b. In your **My Learning**.
   c. On the home page, above the **My Learning Record**.



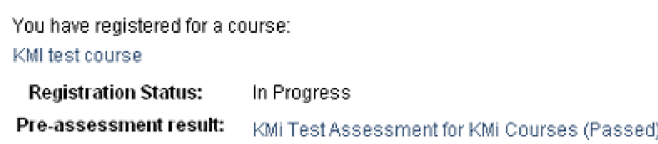


3. In order to launch the Pre-Assessment, you must click the **Assessment** button, which is located both on the Registration tab (shown above) and in the Course Registration Management. Once clicked, the Assessment will open in a new window. Click the **Start Assessment** button to begin the test.
4. You have a limited number of attempts to complete the assessment. An attempt begins once you have clicked the **Start Assessment** button, and ends when you have answered the last question. If for some reason you are unable to complete the assessment and need to return to TRAIN and click the **Start Assessment** button again, you will begin your 2nd attempt. Contact the Course Provider if you have any questions concerning the number of attempts for your pre-assessment.
5. Certain Assessments will also place a time limit on the test. You will be able to complete the assessment if you exceed the time limit, but the Course Provider will take this into account when grading your Assessment.
6. Answer each question to the best of your knowledge and click **Next** to proceed to the next question. Upon completion of the Assessment, you will be given a score if the assessment has a point value, or a **Pending** status. If you receive **Pending**, an Administrator will review your assessment and manually pass or fail you.

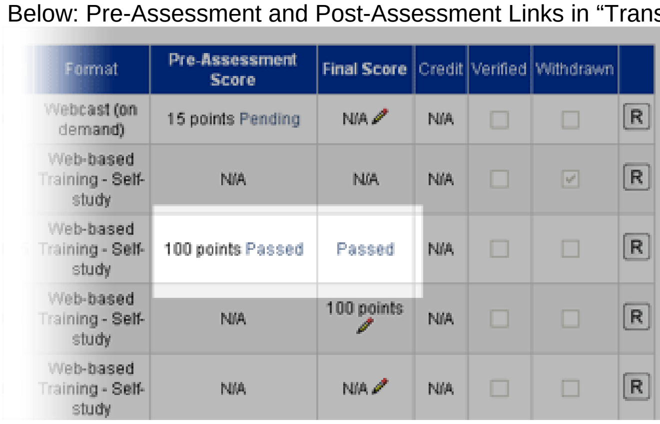


7. Once the Pre-Assessment has been completed, the registration is considered complete and your registration status is moved to **In Progress**.
8. If at any time you wish to review your Pre-Assessment test you can do so simply by going to the Course Management screen while the course is **In Progress**, or to the Transcript once the course has been **Completed**.

   On the Course Management screen, simply click the name of the Assessment to open and review. On the Transcript, click the **Status** name (pending, passed, or failed) to open and review.

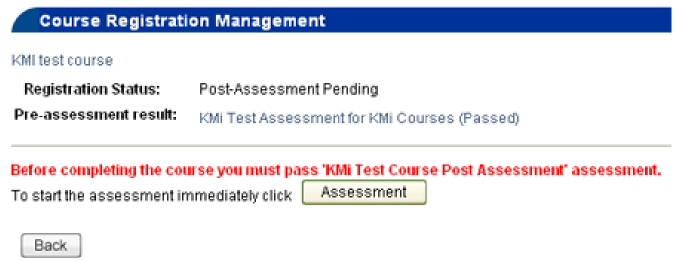


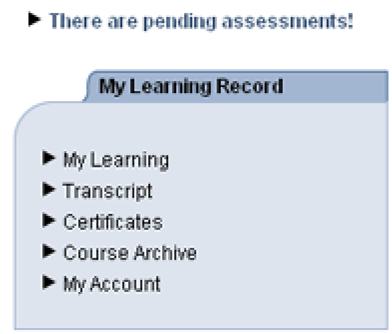
Above: Pre-Assessment Link in "My Learning"
Below: Pre-Assessment and Post-Assessment Links in "Transcript"



Format	Pre-Assessment Score	Final Score	Credit	Verified	Withdrawn	
Webcast (on demand)	15 points Pending	N/A	N/A			R
Web-based Training - Self-study	N/A	N/A	N/A			R
Web-based Training - Self-study	100 points Passed	Passed	N/A			R
Web-based Training - Self-study	N/A	100 points	N/A			R
Web-based Training - Self-study	N/A	N/A	N/A			R

1. **Post-Assessments:** Any Post-Assessment must be completed before the course status can be changed to **Completed** and the course moved to your Transcript. Once you have gone to the Course Management screen and clicked **Complete** you will be prompted to take the Post-Assessment.
2. There are a number of locations where you will be instructed to complete the Post-Assessment:
    a. Immediately after clicking **Completed** on the Course Registration Management screen.
    b. In your **My Learning**.
    c. On the home page, above the **My Learning Record**.



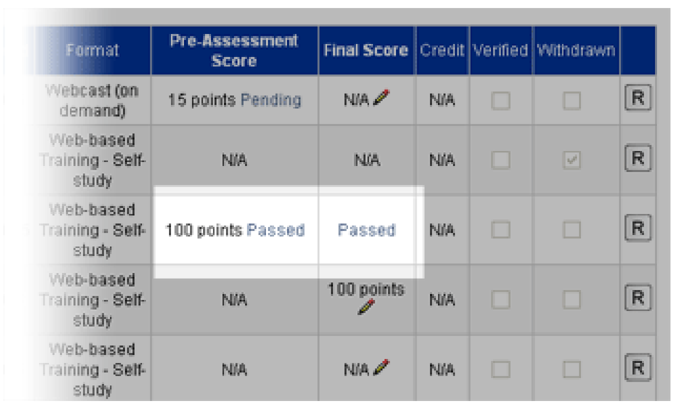


3. In order to launch the Post-Assessment, you must click the **Assessment** button, which is located both on the Registration tab (shown above) and in the Course Registration Management. Once clicked, the Assessment will open in a new window. Click the **Start Assessment** button to begin the test.
4. You have a limited number of Attempts to complete the assessment. An attempt begins once you have clicked the **Start Assessment** button, and ends when you have answered the last question. If for some reason you are unable to complete the assessment and need to return to TRAIN and click the **Start Assessment** button again, you will begin your 2nd attempt. Contact the Course Provider if you have any questions concerning the number of attempts for your post-assessment.

    Due to the limit placed on some assessments, some Course Providers will provide a Practice Post-Assessment, which behaves exactly as the final post-assessment. If a Practice Post-Assessment is available to you, you may launch and take the test as many times as you wish in order to test your connectivity and become familiar with the process before starting your first attempt on the real Post-Assessment.

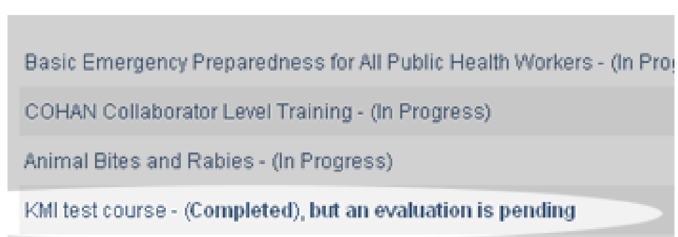
5. Certain Assessments will also place a time limit on the test. You will be able to complete the assessment if you exceed the time limit, but the Course Provider will take this into account when grading your Assessment.
6. You will then answer each question to the best of your knowledge and click **Next** to proceed to the next question. Upon completion of the Assessment, you will be given their score if the assessment has a point value, or a **Pending** status. If you receive **Pending**, an Administrator will review your assessment and manually pass or fail you.

   Some Course Providers will allow an **Open Book** post-assessment for online courses. This allows you to launch the online course for reference until the post-assessment is completed.
7. Once the Post-Assessment has been completed, the course is considered Complete, your registration status is moved to **Completed**, and the course is moved into your **Transcript**.
8. If at any time you wish to review your Post-Assessment test you can do so simply by going to the Transcript once the course has been **Completed**. On the Transcript, click the **Status** name (pending, passed, or failed) to open and review.



Taking Evaluations

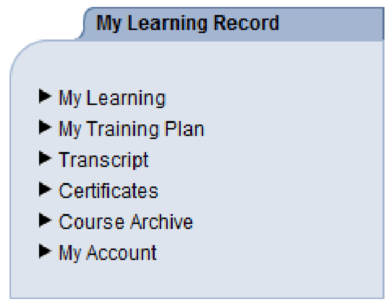
1. Evaluations are very similar to Assessments, but evaluations are not always mandatory.
2. For a mandatory Evaluation, you must complete the Evaluation before the course will be considered complete and moved into your **Transcript**.
3. There are a number of locations where you will be instructed to complete an Evaluation:
   a. On the Course Registration Tab.
   b. In your **My Learning**.



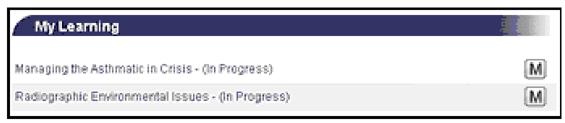
c. On the home page, above the **My Learning Record**.

4. If an Evaluation is not mandatory, the course will be moved directly into your transcript. You will then be able to take the evaluation at any time by clicking the Evaluation name from your **Transcript**. You will also be reminded of the evaluation with the **Pending Evaluations** link on the home page.

How to Launch a Course for which you are already Registered



1. Log on to your TRAIN site.
2. From the Home page, click **My Learning** from the **My Learning Record** box located on the right hand side of the page.
3. On the resulting page, you will see a listing of all courses for which you are currently registered.
4. To launch a course, click on its title.
5. To change the status of any of the courses you are registered for, click the **M** icon next to a course title (see the **My Learning** section for more information).



Courses for which you are already registered

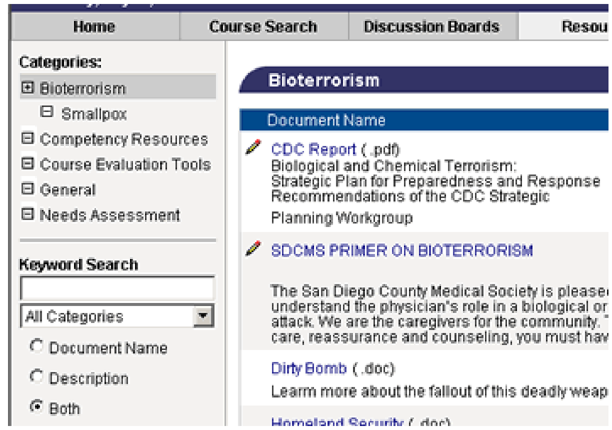
How to Post a Review of a Course

1. Log on to your TRAIN site.
2. Locate your desired course using the steps outlined in **How to Search for Courses** above. If you would like to review a course that you are currently enrolled in, you may do so from the **Transcript** page located in the **My Learning Record** box on the right hand side of the TRAIN homepage.
3. From the **Reviews** tab on the Course Details screen, click the **Add** button.
4. Fill out the form, including quality, rating, title, and comments.

   Note: If you would like your review to be posted anonymously, simply uncheck the "Show my name on the review" box.

5. Click **Submit** to finish posting the review, or **Cancel** to go back without saving your entry.

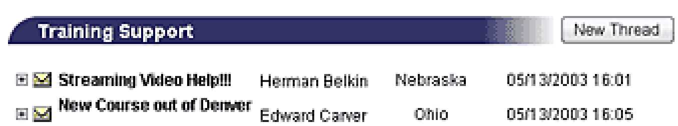
How to Use the Resources Area



Resources Page

1. Log on to your TRAIN site.
2. Click the **Resources** tab, located in the Navigation Tab bar.
3. On the resulting page, you have several options:
    a. To locate a resource, choose from the categories listed in the menu on the left hand side of the page or use the **Search Documents by Keyword** function.
    b. To view a resource, click on the title of the document you wish to view.
    c. To add a resource:
        i. Click on the **Add Resource** button.
        ii. On the resulting page, fill in the necessary information in the fields provided. If you wish to format your description using HTML coding, click the **HTML Mode** icon <>.
        iii. To Upload a document, make sure the **Upload Document** button is selected. Then either type in the path of your document or click **Browse…** to pinpoint the document on your computer.
        iv. To create a link to a website, make sure the **URL to Browse** button is selected and type the address of the website in the field provided.
        v. Click **Save** to finish adding the resource.

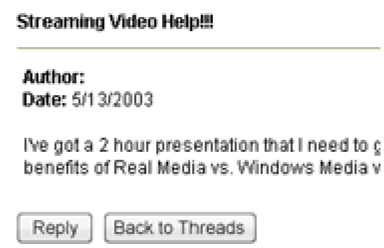
How to Use the Discussion Boards



Discussion Threads

1. Log on to your TRAIN site.
2. Click the **Discussion Boards** tab, located in the **Navigation Tab** bar.
3. On the resulting page, you have several options:

a. To view different **Discussion Topics**, choose from the list of topics available in the menu on the left hand side of the page.
b. To view different **Discussion Topics**, choose from the list of topics available in the menu on the left hand side of the page.
c. To view a reply to a message, click the ‘+’ icon next to the thread title. Or, click the blue arrow located in the top right hand corner of the message while viewing the message. This allows you to move freely back and forth through the replies.



Reading and Replying to Messages

d. To reply to a message:
   i. Click the **Reply** button while viewing the message.
   ii. On the resulting page, fill in the necessary information in the fields provided. If you wish to format your description using HTML coding, click the **HTML Mode** icon <>.
   iii. To upload a document, make sure the **Upload Document** button is selected. Then either type in the path of your document or click **Browse…** to pinpoint the document on your computer.
e. To expand a discussion, click on the plus sign (+) next to the discussion thread. An expanded discussion thread will feature both the initial message and any replies.
f. To create a new thread (or a new discussion), click on the **New Thread** button while viewing the discussion boards. Enter the necessary information and click **Submit** to post your message as a new thread.
g. To go back to the main page of the discussion topic while viewing a message, click on the **Back to Threads** button.

Spotlight Links

On the Home page of TRAIN, you will notice various links under the heading of **Spotlight** to the upper-left of the screen. These links are provided to you by both PHF and your state TRAIN Administrator. If you have any questions about the links provided, contact either PHF or your state TRAIN Administrator.

Upcoming Events

Course Providers are able to display sessions for their courses in the **Upcoming Events** box, located just under your **My Learning Record**. Clicking the title of a course will take you directly to the Course Details page. This is a good way of finding upcoming courses that are available to you.

Event Calendar (Not Available to Every Affiliate)

Similar to **Upcoming Events**, the **Calendar** is a good way to get a quick overview of all publicly available upcoming sessions. This feature is available via the **Calendar** link in the TRAIN navigation bar. To access course and session information within the Calendar, simply click on the asset title in the calendar display.

This feature is not available to all affiliates at this time. If you have questions about the availability of the Calendar in your state, please contact your state administrator.

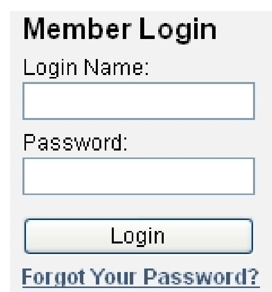
Users can now also print a list of courses for a given month. This icon is located above both the month and date views of the Calendar. Clicking the print icon will reveal a popup window in which the user can refine their date range using the standard date selection boxes. The print friendly calendar will not display as a calendar for printing purposes; rather, it will list the events by date.

How to Request the Role of Course Provider

If you would like to post courses to the TRAIN website, simply:

1. Log on to your TRAIN site.
2. Click **My Account** from the **My Learning Record** box located on the right hand side of the page.
3. Scroll to the bottom of the page and click on **Request to Become a Course Provider**.
4. A new form will open at the bottom of the page. Fill it in as completely as possible and click **Save**.
5. Your request will be reviewed by the Administrator in charge of Course Provider Approvals for your state. You will be informed of their decision via e-mail.

What to Do if You Forget Your Password



Retrieving your Password

1. Go to your TRAIN Login page.
2. Click on the **Forgot your password?** link, below the **Login** button.
3. You will be asked to enter your login name and then answer the secret question which you previously established when registering with TRAIN.
4. Your password will be displayed to you on screen. It will not be e-mailed to you.
5. If you are unable to remember your login name or password answer follow the on-screen prompts. TRAIN will ask you other questions regarding the information in your account in order gain access to your password.
6. If you continue to have problems, contact your state TRAIN Administrator, or support@train.org.

Getting Support

Contacting Your State Administrator for Technical and Non-Technical Support

State-specific contact information can be found within TRAIN

- Login to TRAIN.
- Click the **Help** tab.
- Click **Contacts** in the left-hand navigation.
- Click **Affiliate Contacts**.
- Select the appropriate Contact based on the information provided.